Michigan Public Service Commission

Department of Labor & Economic Growth



6545 Mercantile Way, Suite 7
P.O. Box 30221
Lansing, Michigan 48909
800.292.9555

Commission Authority

- Jurisdiction provided through state law
- Regulate aspects of
 - investor-owned natural gas & electric utilities,
 - rural electric cooperatives,
 - local landline telephone companies,
 - intrastate trucking, and
 - video franchising
- 3 MPSC Commissioners appointed by Governor for staggered, six-year terms

Commissioners



Orjiakor N. Isiogu Chairman



Monica Martinez
Commissioner



Steven A Transeth

Commissioner

How Decisions Are Made

- Application filed with Commission
- Opportunity for intervention
- Testimony is filed
- Hearing held before ALJ
- ALJ issues Proposal for Decision
- Commission issues Order
- Parties can appeal Commission Order

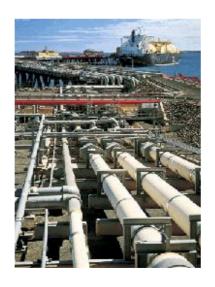
Other Commission Activities

- Federal Regulatory Issues
- Federal & State Legislation
- Energy Security & Homeland Security
- Safety Standards
- Consumer Information
- Customer Complaints & Inquiries

Energy Issues









Energy Costs

- Under Michigan law, utilities can recover the cost of natural gas purchases and electricity they generate or purchase with no mark-up
- Company must demonstrate it has used reasonable and prudent purchasing and generating practices, which are reviewed by the Commission
- Costs are set annually and reconciled the following year

Natural Gas Prices

- Natural gas prices are set by national markets which are influenced by weather
- So far this year, there have been no damaging hurricanes to negatively affect natural gas production
- MichCon residential customers can expect an average increase of \$1.00 per month on natural gas bills this winter (assuming normal weather)

Be Energy Smart

- Plan ahead
- Increase efficiency and conserve there are many low-cost/no-cost measures
- Investigate your utility's budget payment plan
- Apply for financial assistance if eligible
- Contact your utility if you cannot pay your bill – do not wait for a shut-off notice

Conservation Tips

- Add attic insulation
- Clean or replace furnace air filter once a month
- Dial down install programmable thermostat
- Caulk and weatherstrip window and doors to prevent drafts
- Insulate water heater and pipes

See "Energy Savers" Brochure

Energy Assistance Programs

- Winter Protection Plan (Commission Rules)
- Earned Income Credit (Taxes)
- Home Heating Credit (State of Michigan/Treasury)
- State Emergency Relief Program (Michigan Depart. of Human Services)
- Community Agencies (Salvation Army, THAW, 2-1-1)
- Shut-off Protection for Military on Active Duty & for Medical Emergency (Commission Rules)

New Rule Changes

- Utilities can create an expanded Winter Protection Program to serve customers above 150% of poverty level
- Winter Protection Program extended one month from Nov. 1 to March 31
- Payment terms extended from 17 to 21 days
- Final bills based on actual usage no late fees assessed on estimated bills
- Qualifying customers can direct payments to gas or electric (when bill is combined)

Telecommunications Issues



Commission Jurisdiction

- Commission has jurisdiction over rates for Primary Basic Local Exchange Service
- The Commission does not have jurisdiction over long distance rates
- The Commission does not have jurisdiction over enhanced services – call waiting, call forwarding, caller ID, etc.
- The Commission does not have jurisdiction over cellular service, or VOIP

Telephone Assistance

Lifeline

- Low-income customers can receive a minimum discount of \$8.25 per month
- Low income seniors can get the greater of 25% or \$12.35 off their basic local service
- Link-Up –Reduces installation charge for phone service by 50% - up to \$30
- Call local provider to sign up for Lifeline and Link-Up
- Michigan Relay Center for hearing or speech impaired - 800.649.3777 or simply dial 711



Do Not Call List

Register Free For Federal Do Not Call List

- By Telephone 888.382.1222
- On-line at www.donotcall.gov
- Registration Effective for 5 Years

Michigan residents who sign up for the federal registry are automatically placed on the Michigan *Do Not Call* list.

Protect MI Child Registry

- Register contact points (email addresses, instant messenger IDs, mobile phone addresses, fax numbers)
- Prohibits messages or advertisements from being sent to children – tobacco, "adult" material
- Registration is effective for 3 years
- www.protectmichild.com

"Uniform Video Services Local Franchise Act" (2006 PA 480)

- Designed to promote competition in providing video service in Michigan
- MPSC designated agency to implement Act
- January 2007, MPSC created uniform franchising agreement for franchising entity and video provider
- MPSC has developed dispute resolution process

Copper Theft Affects Everyone

- Threatens public safety by leaving our most vulnerable residents without electricity
 - Customers left without vital 9-1-1 service with 32,000+ AT&T customer lines affected so far this year
 - 8 fatalities related to theft of DTE Energy assets
- Copper theft impacts our economy by increasing costs to all customers
- Prevent copper theft by reporting any suspicious activity around utility poles

Police: 9-1-1 **AT&T:** (800) 807-4205 **DTE:** (313) 235-9119

Past Consumer Forums

Results of Community Input

New Payment & Assistance Options

- Low-income customers can direct payments to gas or electric for combined bills
- 2 DTE Customer offices opened in Detroit
 - Mexicantown and Eastern market opened this summer
- Expanded list of pay agents Kroger stores recently added
 - DTE pays \$1 of the \$1.50 pay agent fee
- DTE has more flexible credit policies

Proactive Efforts

- DTE Energy Community Energy Solutions Project
 - DTE Energy partnering with 4 local churches and THAW to provide on site assistance to eligible customers
- Osborn Project
 - Partnership between DTE Energy, Skillman
 Foundation and THAW as part of the Skillman Good
 Neighborhood Initiative
 - Works with families with children to improve energy efficiency of homes to reduce energy costs

The MPSC has Consumer Alerts on a variety of topics

Check our information table before you leave



For More MPSC Information



See our website at: www.michigan.gov/mpsc

Slide Presentation available on MPSC website above. Click on "Consumer Information" on the left side.

For Consumer Inquiries and Complaints

Call toll free:

800.292.9555